



## **Knighton House School**

# **STAFF COMPLAINTS AND GRIEVANCE POLICY**

Reviewed: December 2015 by S Wicks (Headmistress)

Next Review: December 2016 by the Head

## **STAFF COMPLAINTS AND GRIEVANCE POLICY**

### **Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your line manager or Head of Department. You may be able to agree a solution informally between you.

### **Formalising a grievance**

If you feel that your grievance has not been met, you should raise it in writing with the headmistress/bursar.

The headmistress/bursar will invite you to a meeting to discuss the grievance normally within 5 days.

You must make all reasonable efforts to attend the grievance meeting at which you are entitled to be accompanied by a colleague or professional association representative of your choice.

At the meeting, you will be given the opportunity to explain your case. The headmistress/bursar will then investigate your grievance and invite you to a further meeting, usually within 5 working days.

At the second meeting, at which you are similarly entitled to be accompanied by a colleague or other representative of your choice, you will be told the outcome of the investigation and of your rights to appeal.

### **Formal grievance**

### **Formal Grievance**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the Head, this is the case for all employees, including the Bursar. In the case of the Head, this should be addressed to the Board of Governors.

Where your grievance is against your Head of Department and you feel unable to approach him or her you should talk to the Head (in the case of teaching, pastoral staff and secretaries) or the Bursar (in the case of non-teaching staff) or Board of Governors who will then deal with the grievance from the start.

### **Grievance Hearing**

You will be called to a meeting, normally within five days of the receipt of your letter, to discuss your grievance with the Head (teaching staff) or Bursar (non-teaching staff). You have the right to be accompanied by a work colleague or representative from your trade union at the meeting.

After the meeting you will be given a decision in writing, normally within five days.

## **Appeal**

If you are unhappy with the decision and you wish to appeal you should let the Board of Governors know in writing within 5 days of receipt of the decision letter.

You will be invited to another meeting, normally within 5 days of your request to appeal. Your appeal will be heard by a panel made up of a number of the Board of Governors. You have the right to be accompanied by a work colleague or representative from your trade union at this meeting.

After the meeting you will be given a final decision in writing, normally within 5 days, and that is the end of the procedure.

## **Records**

Records of any grievances raised will be held and processed by the Employer to detail the nature of the matter, any action taken and reasons for that action. The records are held and processed in accordance with the Data Protection Act 1998 and remain confidential, except if disclosure is required by law.

## **Mediation**

Mediation may be appropriate in some cases. If mediation is deemed to be an appropriate method of resolving a particular dispute, the above procedure may be suspended to explore that option.



|